



TRANSCOM Agency Service Representative (TSAR)

April 5, 2006

RE: 2006 TRANSCOM2000 CUSTOMER SURVEY

Dear TRANSCOM System Agency Representative,

A vital element of the TRANSCOM mission is to provide continuous and high quality customer service to its many users across the United States. We strive to provide a quality, reliable product and a technically, competent, professional staff that meets or exceeds our customers needs and expectations.

In order to evaluate how well we meet our customer service objectives we need feedback from you. We value your input and would very much appreciate your participation in the enclosed survey. Please gather comments from your users and provide one consolidated response in the self-addressed, stamped envelope no later than April 28, 2006.

Again, thank you very much for your participation, and if you have any questions or concerns, please call Della Rodgers at (505) 234-7651 or send email to sharon.taylor@transcom.energy.gov.

Regards,

Sharon Taylor
TRANSCOM Communication Center
Operations Manager

Enclosures (7 pages)

Cc: Casey Gadbury, CBFO/DOE

2006 TRANSCOM2000 CUSTOMER SURVEY

OPTIONAL INFORMATION

Organization/Company:	
TRANSCOM User id:	
Name, Phone, Email:	

Operations:

1. Rate your TRANSCOM2000 Usage.									
Daily	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Intermittent	<input type="checkbox"/>				
2. How often do you use the Status Board function within TRANSCOM?									
Daily	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Intermittent	<input type="checkbox"/>				
3. How often do you use the Maps function within TRANSCOM?									
Daily	<input type="checkbox"/>	Weekly	<input type="checkbox"/>	Intermittent	<input type="checkbox"/>				
4. Rate the overall availability of TRANSCOM when needed for tracking.									
Excellent	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor	<input type="checkbox"/>
5. Rate TRANSCOM's ability to meet your specific organization's needs.									
Excellent	<input type="checkbox"/>	Very Good	<input type="checkbox"/>	Good	<input type="checkbox"/>	Fair	<input type="checkbox"/>	Poor	<input type="checkbox"/>
6. Rate your overall satisfaction with the following TRANSCOM system components.									
Position updates	Very satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>			
Messaging	Very satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>			
Maps	Very satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>			
TCC Help Desk	Very satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>			
System Reliability	Very satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>			
7. What Java version are you running on your TRANSCOM computer?									
1.5		<input type="checkbox"/>	1.22		<input type="checkbox"/>				

Training & Administration:

8. Rate your overall experience with the TRANSCOM System Operators.
Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/>
9. Rate the quality of TRANSCOM training that you have received.
Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/>
10. Rate the quality of information that is disseminated by TCC regarding the role of the TSAR.
Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/>

System Enhancements:

11. Rate your need for having an alternate screen for fast and simple access to TRANSCOM? See Attachment A
Highly Useful <input type="checkbox"/> Somewhat Useful <input type="checkbox"/> Not Needed <input type="checkbox"/>
12. Rate your need for having a Maps interface (image based system) which would offer faster speed in exchange for the current interface that provides additional functionality? See Attachment B
Highly Useful <input type="checkbox"/> Somewhat Useful <input type="checkbox"/> Not Needed <input type="checkbox"/>
13. Rate your need for having encrypted wireless access to TRANSCOM maps and read only data with the ability to fit on a PDS or handheld computer? See Attachment C
Highly Useful <input type="checkbox"/> Somewhat Useful <input type="checkbox"/> Not Needed <input type="checkbox"/>
14. Rate your need for Rapid Shipment Status (RSS) - the user would visit a secure website like transcom.energy.gov/rss and fill out a simple form to get a shipment status in just seconds. See Attachment D
Highly Useful <input type="checkbox"/> Somewhat Useful <input type="checkbox"/> Not Needed <input type="checkbox"/>
15. Rate your usage of TRANSCOM functions listed below.
Main Menu:
Status Board Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Map All Shipments Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Shipments: (Available Shipments Screen)
Maps Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Positions Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
View BOL Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
BOL Notes Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Messaging Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
View Route Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Access BOL (Shippers only) Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>
Emergency Contacts Often <input type="checkbox"/> Occasional <input type="checkbox"/> Rarely <input type="checkbox"/> Never <input type="checkbox"/>

View Status Log	Often <input type="checkbox"/>	Occasional <input type="checkbox"/>	Rarely <input type="checkbox"/>	Never <input type="checkbox"/>
Web Links:				
ERG Lookup	Often <input type="checkbox"/>	Occasional <input type="checkbox"/>	Rarely <input type="checkbox"/>	Never <input type="checkbox"/>
49 CFR Lookup	Often <input type="checkbox"/>	Occasional <input type="checkbox"/>	Rarely <input type="checkbox"/>	Never <input type="checkbox"/>
TCC Support Site	Often <input type="checkbox"/>	Occasional <input type="checkbox"/>	Rarely <input type="checkbox"/>	Never <input type="checkbox"/>
Contact Us	Often <input type="checkbox"/>	Occasional <input type="checkbox"/>	Rarely <input type="checkbox"/>	Never <input type="checkbox"/>

16. Please explain any of your responses that were **less** than Excellent or Very Satisfied .

17. How can we better serve your needs?

18. Do you have any suggestions for improving the TRANSCOM System?

19. Other Comments and Suggestions:
